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Portfolio: https://hunniez.github.io/Dev_Portfolio/
GitHub: www.github.com/HunnieZ

Personal Profile

A naturally curious person with a keen interest in problem solving and critical thinking, I am a dedicated IT graduate with a strong foundation in computing systems which was acquired through my BSc in IT in '08.

I left the field in order to pursue my childhood dream of travelling and gained customer service, supervision, editorial content management and resource management skills through employment with a global premium airline amongst other valuable experience and soft skills such as Teamwork, the ability to be competent on my own initiative, excellent communication skills, adaptability, and time management amongst thriving under pressure and completing tasks to a high standard.

I've recently undertaken a self-funded dynamic 12-week software development bootcamp to revitalise my skills and stay current in the rapidly evolving field of technology I worked with technologies such as html, CSS, JavaScript, Python and MySQL.

Eager to contribute my refreshed knowledge and passion to a Junior Software Developer role, I bring a unique blend of traditional education and contemporary training to drive innovative solutions and play my part in shaping the future as a junior software developer. With creative flair and newly refreshed tech knowledge, I look forward to creating future proof solutions.

Education and IT Training

01/24 - 04/24 **Just IT Training Ltd, London**
Digital Skills Bootcamp: Software Development
A twelve-week intensive bootcamp covering the fundamentals of Web and Software development which included database design and system dev lifecycle.
Platforms used: Visual Studio Code, GitHub, MySQL, Mongo DB, Bootstrap
Languages learned: html, CSS, JavaScript, Python, SQL

09/04 - 07/08 **Goldsmiths College, University of London**
BSc Information Technology with Computer Science
Core Modules: **Year 1:** Mathematics for Computing, Information systems: Foundations of E-Business, Java and Object-oriented Programming, Visual Basic Programming, Computing and the Internet, Programming for Information Technology.
Year 2: Database Systems, Software Engineering and Research Methods, PHP & Latex Languages, Graphical Object-Oriented Programming and Website Design, Data Communications and Enterprise Networking.
Year 3: Decision Support and Executive Information Systems, Project (Dissertation) in Information Systems - (Touch Screen meal order system for BA), User Interface Design, Electronic Commerce, Introduction to Mathematical Modelling in Management Science, Algorithms Design and Analysis, The Semantic Web.
Language learned: html, XML, PHP, SQL, JAVA, Flash 8

Final Year Project: **Self-service meal ordering system** for British Airways Plc.
Achievements: I was awarded recognition for a dissertation project which ordered Special meals for customers on a touch screen platform for a premium airline. The ba.com team offered me a secondment later as Content Owner.

09/02 - 07/04 **Slough Grammar School**
AVCE: Double Award Information Communication Technology:
A Level: Psychology

09/97 - 07/02 **Baylis Court School**
GCSE: 10 GCSE's including Maths, English, Science and ICT

Employment History

- 10/18 - Present** **Road PiLot, Essex, UK**
DVSA Approved Driving Instructor (A Grade)
- Provided punctual and comprehensive driving instruction to reinforce safe driving practices in accordance with UK Law.
- 04/15 - 05/19** **British Airways Plc, Heathrow Airport, Terminals 1, 3 & 5**
Resource Manager
- Undertook monitoring of the resource allocation system to coordinate effective delivery of manpower and equipment across operations at Heathrow Airport.
 - Responded proactively to manage expectations, such as coverage of unplanned, immediate tasks, resource conflicts and shortfalls to drive resolution in a timely manner.
 - Liaised with the Resource Delivery Team Manager throughout shifts and adjusted staff levels if required to meet changing operational requirements.
 - Managed and escalated issues with a potential detrimental impact on operational performance.
 - Monitored manpower allocations and reviewed performance levels to ensure adherence with expected standards.
 - Implemented business continuity plans with respect to allocations in the event of system failure or area restriction.
- 11/07 - 04/15** **British Airways Plc, Heathrow Airport, Terminals 1 & 5**
Customer Service Agent / Premium Team Agent
- Held responsibility for checking in customers, assigning seats and boarding passengers appropriately. Helped customers by the airport gates and also in using the self-service kiosk machines.
 - Maintained a strong focus on security and undertook all general administrative tasks as required to support the effective running of operations.
- 09/11 - 05/12** **British Airways Plc, HQ, Waterside, Harmondsworth**
Content Manager ba.com - Secondment
- Created innovative, engaging content for the ba.com website in accordance with brand tone and style guidelines.
 - Designed new and modified existing content pages through CMS with a focus on quality of output.
 - Worked with external firms such as translation companies to upload content in different languages.
 - Owned sections on ba.com and responded to any imminent changes by reflecting changes where necessary on the section, along with writing content which reflected specialist knowledge on T5 processes.
 - Undertook proofreading of other website sections to ensure they were in compliance with T5 SOPs.
 - Worked on a breadth of projects and reported on progress, risks and issues to Lead / Managing Editors.
 - Worked closely with the agile team to help roll out the new ba.com.
- 06/08 - 05/09** **British Airways Plc, Heathrow Airport, Terminals 1 & 5**
Senior Customer Service Agent / Team Leader
- Led a customer services team within the check-in area at Heathrow Airport to deliver exceptional levels of customer service in line with BA's service hallmarks and brand expectations.
 - Delivered motivational briefings to staff to maximise staff engagement levels and provided feedback during shifts.

Interests and Achievements

My hobbies involve keeping myself up to date with latest technologies and their operation which contributes to problem solving skills and the ever-changing world of IT. I also enjoy completing assignments on various platforms and researching efficient ways of coding. I also plan on learning new languages that can better equip me as a software developer and create versatility in my work flow.

My other hobbies include exploring new countries, trying diverse cuisines and creating memories with loved ones through dining experiences.